

**FEATURING BEST PRACTICES  
OF STATE AGENCIES AND INSTITUTIONS OF THE  
COMMONWEALTH OF VIRGINIA**

**Motor Vehicle Dealer Board  
Internal License Tracking System  
Track Applications**

**Motor Vehicle Dealer Board  
implemented this best practice  
in January 1999**

*Qualifying under the  
Best Practices catalogue*

- 1 Establish Direction
- 12 Determine requirements
- 121 Evaluate current performance

6. Process Classification Number: 121 Track license application processes; issue documents and evaluate established performance standard

**Best Practice Summary  
(how it works, how you measure it)**

The Motor Vehicle Dealer Board established a performance standard of completing 98% of the “clean” (All application materials submitted and the applicant does not have a criminal history.) license applications within 7 business days of the Board Staff receiving the application. The automated system developed in-house using Microsoft products allows the agency to not only keep track of the license process, but to generate correspondence and measure the agency performance standard.

**Impact on the Process Organizational Performance (OUTCOMES)**

Baseline data was not available when the agency began this program. As the tracking system was instituted in January 1999, base line data is now being established. We do know that we are able to

respond to questions related to the status of an application far more efficiently as well as produce correspondence related to a license application.

## **Best Practice Qualification**

The Tracking system allows anyone in the office to quickly respond to most questions regarding the status of a license application. It is believed that the system is unique in that it counts the number of days it takes the agency to process an application and produces reports and charts to document results.

## **For Additional Information**

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